



PSC NEWS

Missouri Public Service Commission

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PSC SAVES CONSUMERS OVER \$540,000 IN FISCAL YEAR

Jefferson City (October 7, 2003)---Through the efforts of the Public Service Commission and its Consumer Services Department, Missouri consumers saved more than \$543,300 during the fiscal year which ended on June 30, 2003. The Commission released this information as part of its recognition of **National Customer Services Week (October 6-10).**

Over the past two years, the efforts of the PSC Consumer Services Department Staff have resulted in approximately \$1 million dollars in savings to Missouri consumers.

“We are very fortunate to have such a fine group of individuals in our Consumer Services Department who continue to do an outstanding job for the citizens of Missouri,” stated PSC Chairman Kelvin Simmons.

“Each and every day Consumer Services Department staff work with consumers and utility company representatives in an effort to resolve disputes that might arise from billing or service. The PSC has regulatory control over more than 1,000 utilities operating in the state of Missouri but we also serve an important role in protecting the consumer; working to ensure they are only charged for the service they receive,” stated Chairman Simmons.

When a customer has a problem with their bill or with their service, they should contact the utility company and try to resolve the dispute. If they are unable to resolve their differences through contact with the utility, customers are encouraged to contact the Missouri Public Service Commission at our toll-free hotline number 1-800-392-4211.

The Consumer Services Department resolved more than 5,000 complaints in fiscal year 2003.

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